

For foreign patients seeking consultation at our hospital

We ask for your understanding of the following information and your cooperation to ensure your treatment proceeds smoothly.

I. About Examinations

1. The typical consultation process is: reception → initial consultation → examination → tests and procedures → examination → billing → prescription.

If you wish to receive a consultation, please come to the hospital during consultation hours and check in at window 1.

For first-time visits, you cannot schedule an appointment; however, from the second visit onward, you can schedule an appointment, provided it is with the same clinical department.

2. Examinations are conducted on a first-come, first-served basis. However, if there are emergency patients, you may be asked to wait.

In addition, priority is given to patients with appointments, so waiting times may be longer. If you have a flight or other scheduled commitments, please inform the staff before undergoing tests. Please note that even if you cancel the examination after the tests, you will still incur medical expenses.

3. The emergency outpatient service during nights and holidays is handled by one doctor, one or two staff members, and several others (such as administrators, clerks, and technicians), with priority given to patients with urgent conditions. If you plan to visit the hospital, please make sure to call in advance.

4. Photography and video recording of diagnostic imaging and such procedures are not permitted. If necessary, we will print images or create a CD-R upon your request. Additionally, fees may apply depending on the type of medical certificate.

5. Interpreters are stationed at the hospital only during the daytime in winter. Using interpretation apps for medical treatment takes time and may result in incorrect treatment in emergencies, so please have someone who can speak Japanese accompany you during nights and holidays whenever possible.

6. At reception, please be sure to present identification showing your name and provide your contact information (such as your phone number, hotel where you are staying, or acquaintances in Japan).

II. About Hospitalization

1. Private rooms are limited, so we may not be able to accommodate your request.

2. Please ensure you inform us of any food allergies you may have.

3. If you wish to leave the hospital during your stay, a doctor's permission is required, so please notify us in advance. Also, except under special circumstances, family members cannot stay overnight. If you wish to have an attendant, please consult with us in advance.

4. Except under special circumstances, we do not accommodate discharges at night or on holidays.

III. About Nuisance Behavior

1. Photography and video recording inside the hospital are prohibited. Additionally, we strictly prohibit the unauthorized filming and reposting of videos on social media. If you violate this rule, we may report you to the police. Please note that we may refuse to administer further medical treatment.
2. Eating is not permitted in the vicinity of the examination room. Please eat in the waiting area that has tables. Please separate and dispose of your trash. Please also refrain from loud conversations and phone calls, as they may disturb others.
3. Masks, drinking water, tissues, soap, plastic bags, and other consumables are not sold in the examination room.
Additionally, we do not provide these items free of charge. If necessary, please purchase them at the hospital shop or from the vending machines.